

# ELIGIBILITY OPERATIONS REVIEW TEAM UPDATE

Social Services Advisory Board

April 12, 2012

# Team Overview

- ▣ Formed to analyze and implement recommendations from the InTelegy Report.
- ▣ Scope has broadened to do a comprehensive review of Eligibility operations, identify improvements and implement accordingly.
- ▣ Participation will include employees in frontline and supervisory roles, and staff from outside Eligibility services.

# Team Organization

- ▣ Service Delivery

- ACCESS
- FRC Operations



- ▣ Infrastructure

- Information Technology
- Facilities



# Team Organization

- ▣ Oversight
  - Policy Development
  - Data/Metrics/Evaluation
  - Communication



- ▣ Resources
  - Hiring and Training
  - Grants
  - Finance



# Infrastructure Update

## In Progress

- ▣ Testing of the Client Relationship Management (CRM) tool will begin May 2012.
- ▣ Construction and remodeling of lobby areas at El Cajon and Escondido FRCs underway.

## Next Steps

- ▣ Reconfigure space at the Lemon Grove Family Resource Center for the Mail Imaging Center.
- ▣ Initiate staff moves in support of build-out of Mission Valley office to expand ACCESS.



# Resources Update

- ▣ Recruitment and hiring of staff to support public assistance functions has begun. Current plan:

| Date            | Staff and Location  |
|-----------------|---|
| Varies          | 20 clerical staff report to Mail Imaging Center   |
| May 4, 2012     | 16 Human Services Specialists report to Family Resource Centers   |
| June 1, 2012    | 24 Human Services Specialists report to ACCESS  |
| August 10, 2012 | 20 Human Services Specialists report to ACCESS<br>20 Human Services Specialists report to Family Resource Centers |
| August 24, 2012 | 20 Human Services Specialists report to ACCESS<br>40 Human Services Specialists report to Family Resource Centers |
| September 2012  | 20 Human Services Specialists report to ACCESS  |

# Service Delivery

## In Progress

- ▣ Added an additional service window at Lemon Grove Family Resource Center that supports document scanning at point of entry.
- ▣ Updated self-service option at ACCESS to:
  - Allow clients to update personal information and check on status reports.
  - Allow social service providers to check case status of more than one client during the same call.

## Next Steps

- ▣ Adding additional service windows at South Region Family Resource Center.

# Oversight

- ▣ Management Operations Reporting Unit is now a stand-alone unit focusing on data analysis and reporting for eligibility services.
- ▣ Established a communications team to:
  - Improve information exchange internally between support programs and operations.
  - Strengthen communication between eligibility programs and clients and the community.



# Oversight, Continued

## Communication Update:

- ▣ Internal: How are we engaging and informing staff?
- ▣ External: Efforts to keep stakeholders and customers informed.
- ▣ Areas to pursue:
  - Developing tools to support staff communication with customers.
  - Monitoring trends and issues in feedback and complaint processes.
  - Improving presentation and availability of program information.

Questions and Comments?